



GUIDE



DTS Reservation Process Guide

January 26, 2023

V2.2



Table of Contents

Chapter 1: Introduction	3
Chapter 2: Important Concepts	4
2.1 Passenger Name Record and Global Distribution System	6
2.2 Ticketing Date	9
Chapter 3: DTS and TMC Reservation Process	12
3.1 Traveler Selects First Reservation	12
3.2 Traveler Alters Reservations	13
3.3 Traveler Completes Authorization	13
3.4 TMC Receives the Reservation Request	13
3.5 TMC Books the Reservations	13
3.6 AO Approves Travel	14
3.7 TMC Issues Tickets	14
Chapter 4: Best Practices	16
4.1 Traveler	16
4.2 Clerk and NDEA	20
4.3 Authorizing Official	20
4.4 Defense Travel Administrator	21
Chapter 5: Travel Circumstances, Problems and Solutions	23
5.1 Document Stuck at CTO Submit	23
5.2 Seats Not Available	23
5.3 Duplicate Bookings	24
5.4 PNR Concerns	25
5.5 Over-claiming Reimbursement for Reservations	26
5.6 Churning	28
5.7 Reservation Auto Cancellation	29
5.8 Lodging Cancellations	29
5.9 Use of Restricted Airfares	31
Chapter 6: Support Resources	35
Appendix A: Acronyms	36

Revision History

Revision	Date	Authorization	Change Description	Page, Section
1.0	08/06/15	DTMO	New	All Chapters
1.1	05/02/16	DTMO	Reviewed guide for accuracy and added a paragraph to Section 5.1 to assist travelers with CTO Submit stuck documents	All Chapters
1.2	02/16/17	DTMO	Changed CTO to TMC Updated restricted airfare policy	All Chapters Section 5.7
1.3	02/18/18	DTMO	Updated screenshots	Chapters 2, 3 & 5
1.4	07/10/18	DTMO	Updated screenshots and text for new Expenses & Per Diem modules	Sections 5.4 & 5.6
1.5	08/17/18	DTMO	Updated screen shots	Sections 2.2 & 3.7
1.6	01/04/19	DTMO	Updated screen shots	Section 2.2
1.7	04/05/19	DTMO	Screenshots and wording changes	Sections 2.1, 3.1 & 3.7
1.8	06/09/20	DTMO	Screenshots and wording changes	Sections 2, 3 & 5
2.0	02/25/22	DTMO	Rebranding Conversion General Review Screenshots and additional information	Throughout Throughout Chapters 1-6
2.1	12/29/22	DTMO	Updated Key Notes section Update Traveler actions	Chapter 2 Chapter 4
2.2	01/26/23	DTMO	Add Create Date and Trip Duration requirements	Section 4.1

Chapter 1: Introduction

Per the [Joint Travel Regulations \(JTR\)](#) (010201. A) a traveler is anyone who travels on official business for DoD. Unlike personal travel, there are specific rules and limitations (*JTR, 010201. A, B, and C*) for a Government mission. For Temporary Duty (TDY) and local travel (*JTR, 010205*), DoD travelers and AOs must use the Defense Travel System (DTS) which is programmed to support JTR travel compliance including **Pre-Audit** flags and **Reason Codes** requiring justifications, when outside the defined parameters. When DTS is available, the *JTR (010205)* states, “A traveler must use the DTS to the maximum extent possible to arrange all en route transportation, rental cars, commercial lodging, and government quarters”. DTS and the servicing Travel Management Company (TMC) (*JTR, 010201.C.*) together ensure the moving of official DoD travelers from point A to point B. Clear communication between the DTS users and the TMC is imperative to obtain properly booked reservations and ticket issuance timely to meet mission. This guide addresses the DTS reservation process and the TMC, provides some best practice suggestions, trouble shooting and typical solutions for travel circumstances. The content targets travelers, Authorizing Officials (AOs), and Defense Travel Administrators (DTAs), but the material will also be useful to anyone wanting to learn more about DTS and the TMC.

For the rest of this guide, “you” refers to the person engaged in communications with the TMC, and processing DTS documents with reservations, regardless of your actual role in DTS – e.g., traveler, AO, or DTA.



You must know your local policies regarding contacting the TMC. Not all organizations allow their users direct access to the TMC. Instead, some organizations prefer to have all TMC contact go through a Lead DTA or a local help desk. Do not contact the TMC directly, if doing so would contradict your local policy. When uncertain, contact your Component for direction.

To support official travel, here are some of the essential resources and companion programs:

- [Defense Travel System \(DTS\)](#): Manages TDY and local documents.
- [GSA City Pair Program \(CPP\)](#): Provides discounted air passenger transportation services to federal government travelers.
- [Integrated Lodging Program \(ILP\)](#): Ensures DoD travelers on official travel have safe, quality lodging at costs well below the maximum per diem limits.
- [U.S Government Rental Car Agreement \(Number 4\)](#): Governs the rental of vehicles by military members, and employees of the Federal Government while in official travel status when authorized.
- [Travel Explorer \(TraX\)](#): Provides access to online training, knowledge search for common questions, and help ticket submissions through the DTMO Passport portal.
- [Travel Assistance Center \(TAC\)](#): Provides help desk services to all DTS users.
- *DTS Guide 2: Authorizations*: https://media.defense.gov/2022/May/11/2002995241/-1/-1/0/DTS_GUIDE_2_AUTHORIZATION.PDF
- *DTS Guide 3: Vouchers*: https://media.defense.gov/2022/May/11/2002995240/-1/-1/0/DTS_GUIDE_3_VOUCHER.PDF
- Trifold: [Create an Authorization](#)
- Trifold: [Create a Voucher](#)

On the Defense Travel Management Office ([DTMO](#)) website, you can access [Travel Programs](#), the [JTR](#) and other [Policy & Regulations](#), [Training](#) resources, and much more.

Chapter 2: Important Concepts

There are a few fundamental steps to processing an authorization for official travel, although your organization may require additional actions based upon the specific trip (e.g., foreign travel). The standard process begins when a Component (*JTR 010104. A.*) needs to send someone on official travel (*JTR, 010202*).

Here is what you need to know:

- You (traveler) or the Clerk/NDEA create the DTS authorization, establish the framework or trip itinerary (TDY location, purpose, travel dates, and the mode of travel [air, rail, rental car, or POV]).
- Based upon mission, you or the Clerk/NDEA make the necessary reservations (e.g., air or rail, hotel, rental car) creating the **Passenger Name Record (PNR)**. **Note:** An IBA or CBA is required to make air or rail reservations within DTS. See Section 3.1: Traveler Selects First Reservation.
- After selecting the reservations, entering expenses, attaching supporting records, then the DTS document must be **SIGNED** to begin the routing process. Once you sign it, the trip updates to **CTO SUBMIT**.
- Documents containing reservations must go to the TMC first before any other step on the routing list. The TMC receives the request, takes appropriate action (i.e., performs QC, reviews comments, and books reservations) and places the PNR on the outbound queue back to DTS. See Section 2.1: Passenger Name Record and Global Distribution System. The document updates to **CTO BOOKED** before going to your routing officials. The traveler receives an email from the TMC (reservations) and from DTS (document status). **Note:** Always review your document (TMC Comments) and emails after TMC action.
- If you adjust your DTS document to change your reservations (before approval), the PNR updates. Don't forget to stamp the document **SIGNED**, so the PNR is available for the TMC to take action. See 3.2: Traveler Alters Reservations. If needed, you can select **Request TMC Assistance** option to ask for help in modifying your reservations. In Chapter 3, we will go more in-depth on making reservations. For more details on using the **Request TMC Assistance** option, see the [DTS Guide 2: Authorizations](#).
- Although your organization may have additional routing steps, the last stamping action is **APPROVED**. Your Authorizing Official (AO) should review your document and if within mission requirements approve the trip timely. For approved documents containing reservations, the TMC typically tickets three business days prior to travel. **Note:** There are some exceptions for early ticketing, such as LLA flights or restricted fares.
- After AO approval to make reservation changes, you may need to amend the document depending upon a few significant factors: your departure date, if your tickets are already issued, and local business processes. **Note:** Contact your Lead DTA for support, if you are when three business days of departure and require reservation/ticketing changes.

Key Note 1: In DTS to make air and rail reservations requires an IBA or CBA. The traveler's profile must be configured properly with the appropriate designation (i.e., **Gov't Charge Card Holder** set to **Yes** for IBA use and the **Advance Authorization** set to **CARD HOLDER**) along with completing the other data fields. If the traveler can't obtain an IBA and your organization determines use of a CBA is necessary, then the traveler's profile must be configured to reflect **Gov't Charge Card Holder** set to **No** for IBA use and **Advance Authorization** field setup per your local business rules. In addition to modifying a traveler's profile, the organization must request a DTS

CBA account using the [CBA Load Worksheet](#) available on the DTMO website. Once the CBA is associated to the DTS organization, then the traveler can make air or rail reservations for travel. The CBA Specialist will work with the organization and traveler to reconcile the CBA invoices using the CBA Reconciliation Tool. If you want to learn more about the CBA recon process, see the [CBA Reconciliation Manual](#).

Key Note 2: The electronic reservation’s process should always start in DTS, flow to the TMC, and back to DTS. If you contact the TMC directly and make reservations outside of DTS (non-DTS PNR), then those items are not available to view in DTS. You will need to manage those reservations carefully, provide the supporting documentation, ensure you claim the costs accurately in DTS, and always follow your local business rules.

Key Note 3: If a user can’t locate a reservation (e.g., flight, rail, rental car, or hotel) to support mission, DTS provides the **Request TMC Assistance** option, so you can convey your exact reservation needs – be clear. The TMC can provide additional help by searching the Global Distributions System (GDS), (see Section 2.1) for solutions or if there is no availability, provide comments back in the traveler’s document.

Key Note 4: The TMC itinerary and ticketing invoice contain the TMC’s contact information, business hours, and after hours’ support. Travelers should keep both TMC emails in case on-travel changes are necessary and for voucher processing.

Key Note 5: If DTS is unavailable due to a system outage (should be a rare occurrence), the TMC is readily available to support reservation and ticketing needs, if the traveler provides the necessary information and AO grants travel approval. Be sure to follow your local business rules when directly contacting the servicing TMC.

When it comes the reservation piece for travel, the TMC serves a *vital role* for additional travel assistance, booking and ticketing, on-travel changes, reservation cancellations, and ticket refunds. It is important to point out that there is a significant difference between DTS and the TMC terminology regarding reservations. DTS uses unique system terms, see Table 2-1. The TMC uses standard commercial terms, see Table 2-1. Although the TMC accesses the PNR to process reservations (per contractual requirements), they do not have access to DTS. How the TMC views the information is quite different from what a user sees in DTS.

To help clarify, Table 2-1 contains some examples of the linguistic differences between DTS and the TMC. When communicating with your TMC, you should always try to use terms the agent understands.

Table 2-1

TMC TERMINOLOGY VS. DTS TERMINOLOGY		
The DTS Term and the TMC Term Both Mean ...
CTO SUBMIT (stamp)*	Inbound or TMC Queue	The TMC received the traveler’s reservation requests for electronic quality control and verification.
CTO BOOKED (stamp)	Outbound or Polling Queue	The TMC finished the electronic quality control check and verified that the traveler’s requested reservations were successfully booked.
CTO TICKETED (stamp)	Ticketing Queue	The TMC issued electronic tickets for air reservations.

CANCELLED (stamp)	Cancellation Queue	The trip has been cancelled, and the TMC removed all requests and booked reservations.
VOCO, last-minute travel	Urgent Queue	The Commanding Officer authorized the trip with little notice and with no supporting paperwork.
DTS/TMC Confirmation ID	PNR** Locator	The alphanumeric code used to identify the file containing the traveler's requests and reservations.
Send PNR***	Sweep PNR***	The process that recognizes that DTS and the TMC are alternately able to access the PNR.

*DTS occasionally refers to the TMC as a *Commercial Travel Office (CTO)*

**Passenger name record – more on this in Section 2.1.

*** Despite what this sounds like, the PNR doesn't actually get sent or swept. See Section 2.1 for more information.

In the next sections, we go into more detail for processing reservations. You can find more about document processing details in the [DTS Guide 2: Authorizations](#).

2.1 Passenger Name Record and Global Distribution System

All electronic communication between DTS and the TMC takes place through an electronic record called the "Passenger Name Record" (PNR). The PNR contains all the relevant information about the traveler's reservation requests and resides permanently in the TMC's database, which is known as a "Global Distribution System" (GDS).

A Global Distribution System (GDS) is a computerized reservation network used as a single point of live availability access to reserve airline seats, hotel rooms, rental cars, and other travel related items by travel agents, online reservation sites, and large corporations.

The GDS's DTS interfaces with are AA = SABRE and TW = Woldspan. Which GDS your organization uses depends upon the servicing TMC and contract specifications. In DTS, under **DTA Maintenance Tool, Organization(s)** you can view the TMC or CTO specific data; GDS, Pseudo City Code (PCC), Ticketing Pseudo City Code (TPCC) and Company Code information (Figure 2-1). The data is viewable from the **Search Results** screen and within the organization by selecting the **Update** button.

Search Organization(s) Create Organization(s) View CBA List View Organization List						
Organization(s) (Search Results)						
Organization Name: DTMOCS						
Include Sub-Organizations: No						
Edit		Organization Code	GDS	PCC	Ticket PCC	Company Code
Copy Update Delete Reassign Personnel		DTMOCS	AA	D1WA	D1WA	-D1WA-PROFILE
1 - 1 of 1						

Figure 2-1: DTS Organizations (Search Results) Screen

These essential data elements work together to ensure the PNR flows to the proper TMC for booking and ticketing of reservations. During a site's initial setup or during a reorganization the DTMO establishes the TMC information in the DTS Organization table. The formatted data does not require changes unless indicated by the DTMO (e.g., TMC contractual swap or a DTS programming modification). **Note:** TMC or CTO data within DTS should never be altered by a DTA. Contact the DTMO for assistance.

Travelers and those supporting travel documents can also view the GDS information by selecting the “i” or information icon next to a traveler's name (Figure 2-2). If you don't see any GDS or PCC data reflected within the window, contact the DTA for assistance.

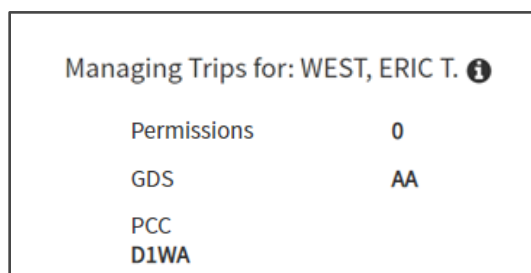


Figure 2-2: Traveler Lookup Information Icon

The PNR is created when a traveler selects their first reservation in DTS. The PNR updates every time the reservation information changes – for example, when a traveler selects a new reservation, changes an existing reservation, or when the TMC adds ticket information.

DTS and the TMC don't interact directly with each other, but each can access the PNR to update or access information about reservations or requests as necessary. In DTS after you sign the document, the **Digital Signature** page updates with **CTO Submit** (when you have reservations), and the document is “view only”. Figure 2-3 shows the “sweeping” or “sending” PNR action. After the TMC performs Quality Control (QC) checks, works any **Request TMC Assistance** actions, and places the PNR on the outbound queue, in DTS the **Digital Signature** page updates to **CTO BOOKED**. The document is editable and routing continues (based upon the predetermined routing list).

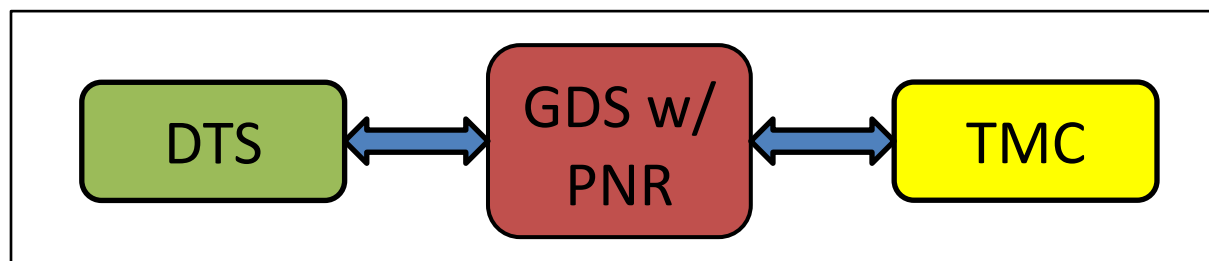


Figure 2-3: Interaction between DTS, TMC and GDS/PNR

The booking and ticketing reservation process can go smoothly if the TMC has the necessary information to support the request. Typical information in the PNR includes, but is not limited to:

- Pertinent DTS profile information such as the traveler's name and contact information
- The traveler's projected itinerary
- Requested reservations and estimated costs

- The method of payment is typically one of the following:
 - Traveler's government travel charge card (GTCC) – IBA (supports all reservations)
 - Unit's centrally billed account (CBA) information – CBA (air and rail only)
- Additional information the traveler provided (e.g., a TMC assistance request in DTS)

The PNR does NOT contain information such as:

- DTS screen names or formats
- DTS on-screen tools or entry fields
- People on the routing list
- Miscellaneous reimbursable expenses
- Additional Authorizations (e.g., leave)
- Justifications to the AO
- Document history, including comments to the AO

A sample PNR format is as shown in Table 2-2. Remember this is how a TMC views the reservation information within their system of record. You will probably never see it. We only include it to give you a general idea of data in a PNR.

Note: The table is only an example. Your TMC's actual PNR format (i.e., within the Global Distribution System [GDS]) may be configured differently. If you have any questions regarding your servicing TMC or the terms of the contract, contact your Component.

Table 2-2

PNR INFORMATION	MEANING
1.1TRAVELER/JOE	Traveler's name
1 AA1107Y 06JUL DCAATL HK1 600A 830A/ E	Outbound flight request
2 CAR ET 06JUL HK1 ATL/10JUL/CCAR/ARR-830A/RET-0230P/RG-USD30.00 UNL DY XD22.00 UNL/BS-22972246 /RC-DTS /CF-123456789	Rental car request
3 HHL BW HK1 DAL IN 06JUL OUT 10JUL 1NT 54847 BW /BW ATL 95.00USD/ AGT1234567/TRAVELER JOE/SI-CF-12345	Hotel request
4 AA2534 06JUL ATLDCA HK1 425P 810P / E	Return flight request
W#FLIGHT NUMBER AA1107 DCA-ATL 02/06/22 W#SEAT PREF 20A W#FLIGHT NUMBER AA2534 ATL-DCA 02/11/22 W#SEAT PREF 20C W#COMMENTS CTO PLEASE ASSIST WITH BOOKING	Request for TMC assistance booking flights
X#CAR SEGMENT ET CCAR ATL 02/06/22 - 02/11/22	Additional rental car information

Y#LODGING SEGMENT 02/06/22 THRU 02/11/22 Y#BW54847 Y#DOUBLE BEDS NONSMOK	Additional lodging information
--	--------------------------------

Notice the special requests in the **W**, **X**, and **Y** lines. The TMC could overlook such requests, especially in a long PNR. If the TMC overlooks a special request then simply contact them for support, based upon your local business process. You should also be aware the TMC's responsibility is not ensuring the vendor satisfies such special requests. Instead, their role is to make sure that the vendor receives the request. Each vendor decides if the traveler's request is possible.

The **Review Reservation Selections** screen organizes your reservation information in date order, making it easy to review all your reservations, check for missing reservations, make special requests, and more. Always check the information for accuracy before sending the request to the TMC (**CTO SUBMIT**) and when the TMC returns the PNR and DTS updates the document to **CTO BOOKED**.

When communicating with the TMC about your reservations, the most important piece of information is the PNR identifier. To find it in DTS, open the DTS authorization and select **Reservations** from the **Progress Bar**. The **Review Reservation Selections** screen (Figure 2-4) opens. The **DTS/TMC Confirmation ID** appears in the **Trip Details**.

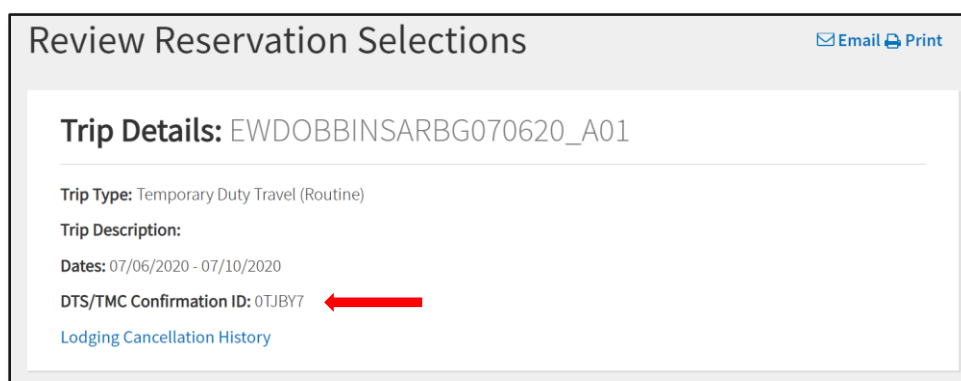


Figure 2-4: Where to Find the PNR Locator in DTS

Providing the number to the TMC enables them to find the PNR and gain access to the traveler's reservation information. However, going back to the terminology listed in Table 2-1, remember that when you talk to the TMC, you should call it the "PNR locator" or simply the "PNR", so the TMC understands exactly what you mean.

Depending upon the type of reservations, sometimes two PNR locators appear. For example, if you have a *Southwest* outbound flight and a *United* return flight, when you **Review Reservation Selections, Trip Details** you will see two **DTS/TMC Confirmation ID** numbers. This simply means that the carriers maintain separate records. Having two PNRs is not a problem, but you must give the TMC both numbers to prevent mistakes that may cause the DTS document to lock.

2.2 Ticketing Date

The tickets-are-waiting (TAW) date – a.k.a., the ticketing date – is the day the TMC is allowed to issue tickets on booked reservations. The TAW date is usually three business days before travel is due to start. Of course, the organization can request early ticketing, if required by the mission.

DTS adds the TAW to the PNR when the AO stamps the authorization **APPROVED**. If the AO does not approve the authorization, the TMC cannot issue tickets. This can lead to unaware travelers showing up at the airport without tickets. Don't let this happen.

- Travelers:
 - Check your authorization's document history (Figure 2-5) on the **Digital Signature** screen:
 - Look for the **APPROVED** stamp. It should be there at least three business days prior to travel unless, short notice travel.
 - Look for **CTO TICKETED** (occurs typically three business days prior to travel) after the TAW date.
 - Ensure you GTCC is turned on and limits meet the mission.
 - Verify you receive the TMC emails for your reservations for both the itinerary and ticketing.
 - Contact the AO, DTA, or help desk for assistance.

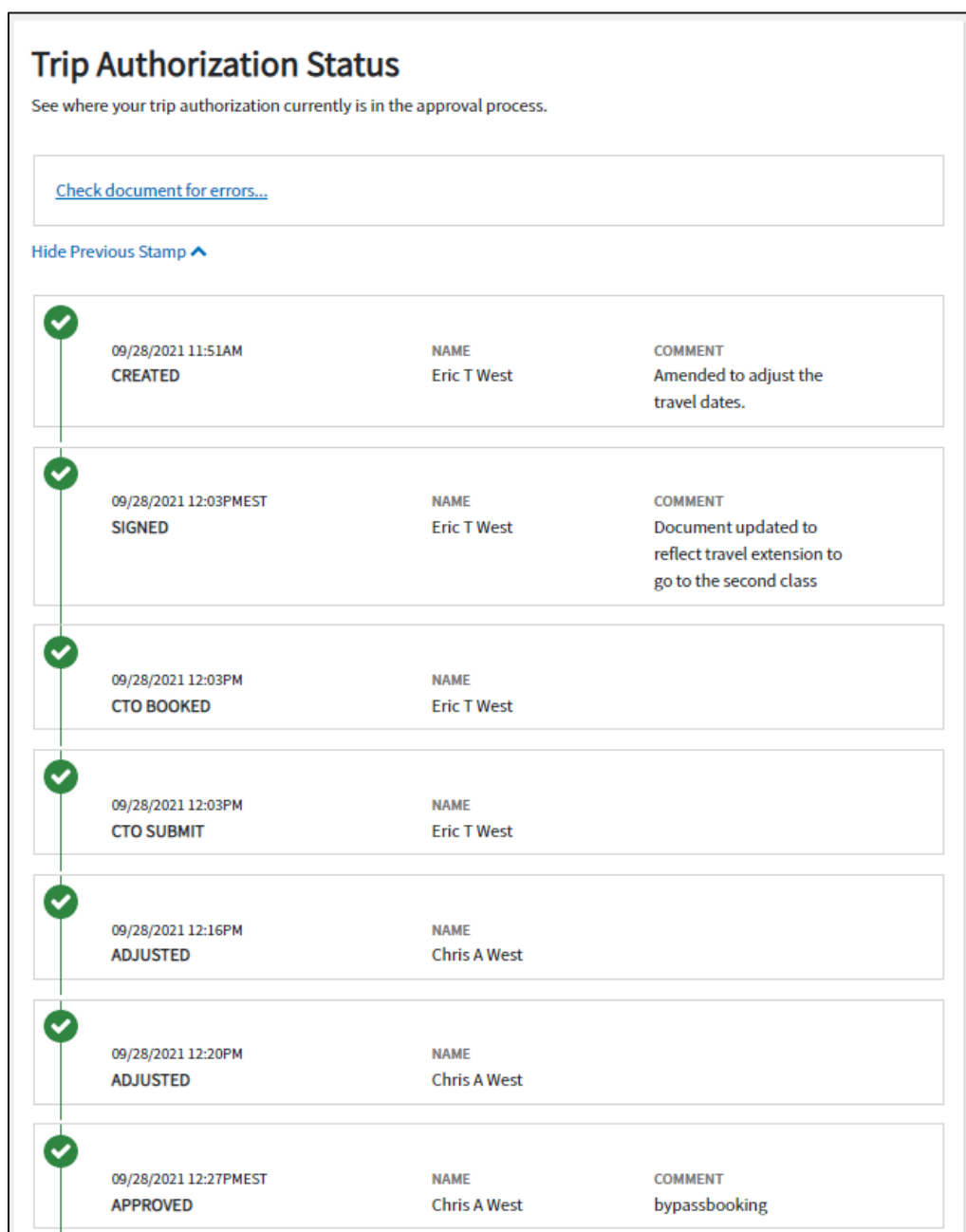


Figure 2-5 – APPROVED stamp in DTS

- Defense Travel Administrators (DTAs)
 - Be aware of upcoming travel for your organizations.
 - You may need view details in the authorization or document history (Figure 2-5) on the **Digital Signature** screen to identify why the document is not ticketed.
 - Reach out to the AO when trips are pending approval.
 - Reach out to the TMC if the trip is approved, but not ticketed.
 - Submit a TAC ticket for documents stuck at **CTO SUBMIT** and over 24 hours.

Chapter 3: DTS and TMC Reservation Process

This section expands even more on how DTS and the TMC interact with the Passenger Name Record (PNR), actions taken in DTS and by the TMC, and how information is communicated regarding the PNR. Table 3-1 shows the primary steps involved in making reservations in DTS, through a TMC.

As explained in Chapter 2, DTS and the TMC both access the GDS (where the PNR is stored) to obtain, record, or update information during the reservations process. This type of access by alternate entities is known as “sending” or “sweeping” the PNR, although the DTS document doesn’t actually go anywhere.

Table 3-1

STEP	ACTION	EFFECT ON PNR	DTS STAMP	EMAIL?
1	Traveler selects first reservation	Created	None	No
2	Traveler alters a reservation	Updated	None	No
3	Traveler completes authorization	None	SIGNED	No
4	TMC receives reservation requests	To TMC inbound queue	CTO SUBMIT	No
5	TMC books reservations	To TMC outbound queue	CTO BOOKED	Yes
6	AO approves travel	Updated	APPROVED	Yes
7	TMC issues tickets	Updated	CTO TICKETED	Yes

3.1 Traveler Selects First Reservation

Selecting the first reservation with the designated MOR (i.e., IBA or CBA- air or rail only) in the DTS **Reservations** module creates a PNR and immediately incorporates the item. The particular reservation is “on hold” – meaning a plane seat, hotel room, or rental car is set aside for the traveler. DTS displays a booking message for each selected reservation (air, rental car, and lodging) with a **PNR Record**, six-digit number (Figure 3-1).

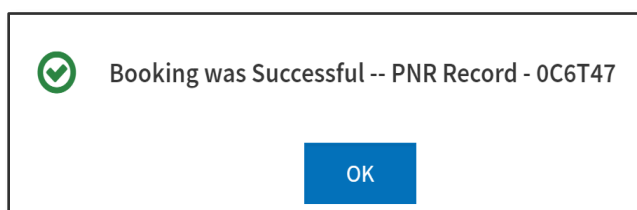


Figure 3-1: Booking message in DTS

While the reservation remains on hold, no one else can select it, though it is not yet booked or ticketed. The PNR continues to update as the traveler makes additional selections.

Since this activity takes place while the traveler is still creating the authorization, DTS does not apply any stamps, and neither the TMC nor DTS send any emails.

3.2 Traveler Alters Reservations

“Altering” the reservations can mean selecting more reservations, cancelling existing reservations, replacing reservations with others, and more. The actions all occur in the DTS **Reservations** module, so they behave almost exactly like the reservations discussed in 3.1 above. That is, they trigger no DTS stamps or emails, but they can create a reservation that is placed on hold or remove the hold on an existing reservation. Each alteration updates the PNR.

The PNR may update quite a few times while the traveler goes through the process of building the authorization and during subsequent trip planning.

3.3 Traveler Completes Authorization

After finalizing the reservations and entering all other necessary information, the traveler must apply the **SIGNED** stamp to complete the authorization. The **SIGNED** stamp triggers DTS to start electronically routing the document to the travel experts on the routing list. If the authorization includes reservations, the first stop is the TMC.

Note: If the traveler makes any reservation changes between **SIGNED** and the trip start date, they must re-sign the authorization to send the updated PNR back to the TMC.

3.4 TMC Receives the Reservation Request

For authorizations including reservation requests, applying the **SIGNED** stamp triggers several actions:

- The PNR is swept to the TMC’s “inbound queue”
- DTS applies the CTO SUBMIT stamp
- The document becomes temporarily “view-only” in DTS

When the authorization arrives in the inbound queue, the TMC performs an electronic quality control check of the reservation requests. Some TMC contracts also allow the TMC to conduct a check for alternate flights, if the traveler’s request includes flights that are not Government contracted airfares. **Note:** Recommend checking with your Component for specific TMC contract requirements.

3.5 TMC Books the Reservations

Typically, within one business day, the TMC books the reservations, including any special requests within the PNR. At this point, the traveler has guaranteed reservations, though the TMC has neither charged the traveler nor issued tickets. The act of booking reservations causes several steps to occur automatically:

- The PNR is swept to the TMC’s outbound queue
- The document once again becomes editable DTS
- DTS applies the **CTO BOOKED** stamp
- The TMC sends the traveler an email that includes the trip itinerary
- DTS sends the traveler an email that includes:
 - The trip itinerary
 - Comments from the TMC

- The document's current status – **CTO BOOKED** and actively routing
- Instructions on how to access the document in DTS

The traveler should log into DTS and carefully review the reservation information updated in DTS, verifying returned details match the reservation submission, specifically check:

- The carrier, flight number, dates, and times
- The hotel dates and any special requests
- The rental car dates and any special needs
- Check for TMC comments and contact the agent when necessary

3.6 AO Approves Travel

The last person in the local routing process is always the Authorizing Official (AO). In DTS, the AO approval triggers several actions automatically:

- Update the PNR to attach the tickets-are-waiting (TAW) date
- Apply the **APPROVED** stamp
- Send the traveler an email with the document's new status – **APPROVED**

The traveler should closely monitor their trip for AO approval and reservation ticketing. If within three business days of departure and the traveler has not received an email from the TMC for issued tickets or an update to reservations (hotel and/or rental car only), then the most likely reason for the omission of the TMC email is lack of document approval. **Note:** For short notice travel with 48 hours or same day, approval and ticketing must occur much sooner or the airlines will release the flights. The traveler should:

- Access their Authorization and verify the current status
 - If AO approval is pending, contact their supervisor to take appropriate approval action.
 - If AO approval occurred, contact the TMC to check ticketing status.
 - If there are concerns about the document routing, contact DTA for document review support.
- Not depart for travel until approval and reservation ticketing confirmed

3.7 TMC Issues Tickets

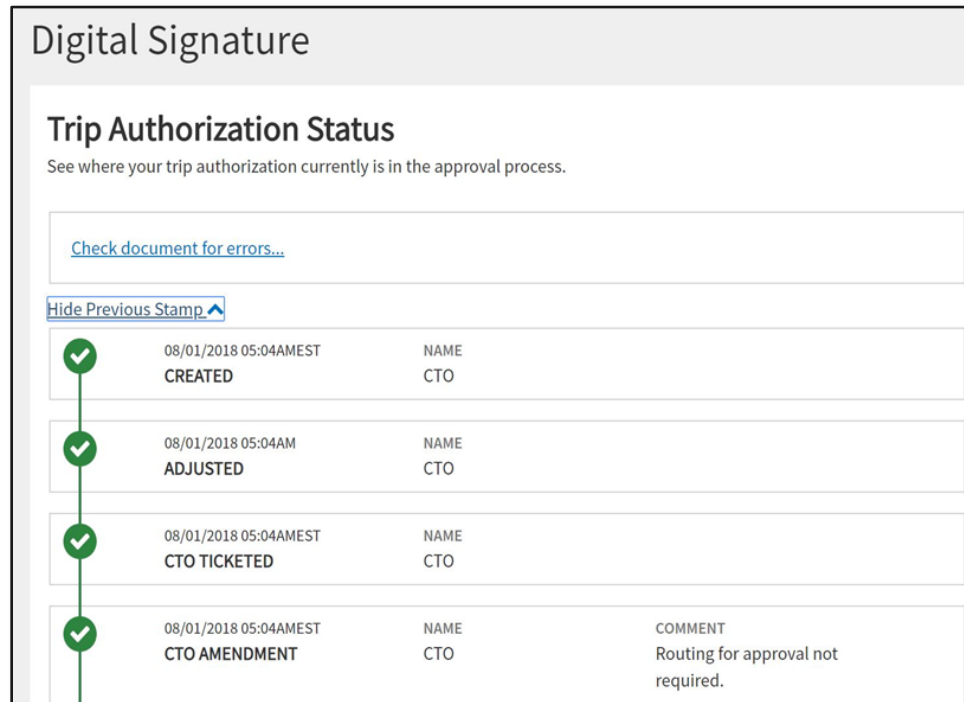
On the TAW date (an approved trip), the TMC issues electronic tickets, unless the mission demands paper tickets or the organization has requested early ticketing. **Note:** The TMC cannot issue tickets if there is an invalid or inactivated GTCC or missing TSA data. The TMC typically returns the PNR and provides comments back to the traveler (**Comments From Travel Agent**) available on the **Review Authorization** screen when a problem occurs. The DTS document reflects **CTO BOOKED** instead of the expected **CTO TICKETED** stamp on the **Digital Signature** page. The traveler must take appropriate corrective actions depending upon the reason for non-ticketing.

Ticket issuance triggers several actions:

- The TMC updates the PNR with ticket information and applicable fees
- The traveler's GTCC or the unit's CBA is debited
- DTS updates the authorization with the new PNR information

- DTS applies **CTO TICKETED** stamp (see Figure 3-2)
- DTS sends the traveler an email that includes:
 - Basic itinerary information
 - TMC comments
 - The document's current status – **CTO TICKETED**
- The TMC sends the traveler an email that contains:
 - The payment invoice
 - A more complete version of the itinerary
 - The ticket numbers and costs
 - After-hours emergency contact information
 - Additional information may be included

With an approved and ticketed trip, the traveler may proceed to the airport and travel.



Digital Signature

Trip Authorization Status
See where your trip authorization currently is in the approval process.

[Check document for errors...](#)

[Hide Previous Stamp ^](#)

✓	08/01/2018 05:04AMEST CREATED	NAME CTO	
✓	08/01/2018 05:04AM ADJUSTED	NAME CTO	
✓	08/01/2018 05:04AMEST CTO TICKETED	NAME CTO	
✓	08/01/2018 05:04AMEST CTO AMENDMENT	NAME CTO	COMMENT Routing for approval not required.

Figure 3-2: CTO TICKETED stamp in DTS

Chapter 4: Best Practices

Travelers, Clerks, NDEAs, AOs and DTAs can positively influence the travel experience. Here are some best practice travel suggestions to follow based upon each DTS role.

4.1 Traveler

Travelers must adhere to trip creation date and the trip duration rules. These specifications apply to all DTS document types to reduce the possible invalid reservation selections (e.g., selections made in the next FY before airlines post flights) and incorrect per diem calculations (e.g., documents crossing multiple FYs and per diem changes). These processing rules include:

- Authorizations and vouchers can't exceed the maximum trip length of one year from the trip start date.
- Imported authorizations along with vouchers can't exceed the maximum trip length of one year from the trip start date.
- Authorizations may not be created greater than 6 months in advance of the trip.
- Imported authorizations may not be created greater than 6 months in advance of the trip.

Advance planning can provide a better choice of flight and hotel selections, especially if you are traveling close to a holiday or during a special event, work out any details or additional requirements for travel, and obtain travel approval timely. When processing travel documents, follow the [Joint Travel Regulations \(JTR\)](#) (e.g., air, hotel, and rental car reservations, expenses), provide required documentation, and justify **Pre-Audit flags** and **Reason Codes**.

For CONUS travel, suggest starting the authorization at least 2 to 3 weeks out, unless your local business rules don't allow. For OCONUS travel recommend creating your trip at least 4 to 6 weeks in advance of departure as there may be limited flights to your location or hotel availability. Pay close attention to cancellation rules for overseas hotel vendors (view the *details*). Allow extra time to complete foreign travel requirements (e.g., briefings, medical checks). Inquire about any foreign clearance requirements for your TDY and timelines for completion.

Even with the best planning, circumstances can arise where you must travel on short notice. If this occurs, contact your DTA if you need assistance, reach out to the AO to verify availability for short notice approval, and follow your local business rules.

Before starting your authorization:

- Identify -
 - TDY location (where you conduct business, not where you sleep), trip dates, travel mode, trip purpose etc.
 - Reservation needs - projected expenses, airline, hotel requirements (e.g., masks) and rental car
 - Passport or other identification requirements
 - Foreign Travel Requirements, if applicable
 - Key POC contact data (e.g., DTA, AO, APC, TMC) for assistance
 - Payment type

- IBA status – If using the IBA contact the APC to verify the GTCC or IBA is open, active and the limit meets the mission.
- CBA – If using the CBA contact the APC to verify the CBA is available follow the internal business process for CBA use.

Log into DTS and begin on the **DTS Dashboard**. If you are logging in for the first time or it has been at least 60 days since your last logon, DTS may prompt you to verify your profile. **Note:** Ensuring a profile contains valid data before document creation can reduce reservation or payment problems due to incorrect GTCC, EFT, or other information.

Here is how you check your profile:

From the **DTS Dashboard** select your arrow by your name. Select **My Profile** (Figure 4-1). You can also update the GTCC information within a document by selecting **Review Profile** (Figure 4-2). **Note:** The TMC cannot issue tickets, if your GTCC number or expiration date is invalid or when your TSA information is missing for the reservation record.

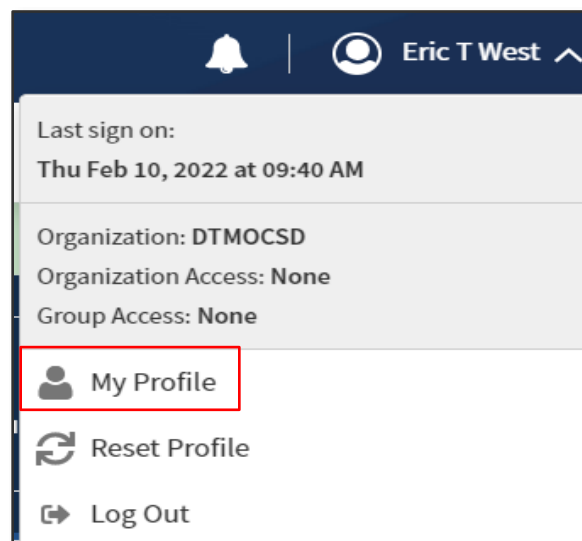


Figure 4-1: My Profile Option

The screenshot shows a web interface for updating personal information. On the left is a sidebar with a user profile icon and name 'Eric T West'. Below the icon is a dropdown menu with options: 'User Profile', 'Personal Information' (highlighted in red), 'Addresses', 'Passport Information', 'Emergency Contact', 'Service or Agency Info', and 'Duty Station'. Further down are 'Accounting' (with sub-options 'Accounting Information' and 'EFT and Credit Card Accounts') and 'Travel Preferences'. The main content area is titled 'Personal Information' and contains a 'NAME' section with input fields for 'First Name' (containing 'Eric'), 'Last Name' (containing 'West'), and 'Middle Initial' (containing 'T'). Below this is a 'PERSONAL' section with a 'Gender' field showing 'Male' selected. At the bottom of the form, there is a blue bar with the text 'Changes to the permanent profile do not affect any existing travel documents.' and a 'Dismiss' link. To the right of this bar are 'Cancel' and 'Compare Profile' buttons.

Figure 4-2: Personal (Profile) Information

- Verify or update your contact information in your DTS profile; work email and phone number (Figure 4-2).
- Verify or update the **TSA Secure Flight** information in your DTS profile (Figure 4-2). **Note:** Each time you select flights, DTS provides you the opportunity to verify or change the TSA information. Make sure what is listed in DTS is what ID you will use for the reservations. The name for the reservation must match form of identification for issuing tickets. The traveler's date of birth is also required. Per airline rules, the TMC cannot issue tickets without the required information.
- Verify or update GTCC data
- Verify or update EFT data

Create the authorization based upon mission needs being sure to:

- Enter in the required information necessary for travel (e.g., reservations, expenses, supporting records)
- Justify any **Pre-Audit** flags and **Reason Codes**, if applicable.
- **SIGN** the trip to begin routing.

Once you submit your document for processing:

- Closely monitor the trip. Check your document status in DTS at least weekly to ensure it is routing in a timely manner.
- Review TMC comments for reservation information in DTS. Select **Review Authorization** from the **Progress Bar**, and once the page loads, under **Trip Details** locate the **CTO Comments**. An example might be, **Comments From Travel Agent; Air Comments: CTO BOOKED-PLS REVIEW SEGMENT DATES AND TIMES**. Contact the TMC if the agent requests your attention.

- For request pre-travel reservation changes – prior to 3-business days of travel and when reservations are not ticketed, generally you use the DTS **Reservations** Module and not contact the TMC. Contacting the TMC directly when you could use DTS, may cause you to incur extra cost for assistance. If unsure, contact your DTA for assistance.
- If you incur a problem in DTS, contact the DTA, local help desk or TAC for support. The TMC cannot see your DTS document to assist you.
- Monitor your work email for DTS and TMC notifications. **Note:** Travelers typically receive 2 TMC emails; one for itinerary, and one for the invoice (i.e., GTCC billed). The TMC ticketing occurs 3 business day prior to travel (unless advance ticketing is necessary), if you don't receive the TMC Invoice email, then contact your AO and DTA for assistance.
- Obtain trip approval and ticketing prior to departure. **Note:** Never leave for the airport without first receiving AO approval and tickets. You can verify **APPROVED** and **CTO TICKETED** actions in DTS on the **Digital Signature** Page (Figure 4-3).

✓	10/15/2021 04:43PM ADJUSTED	NAME CTO
✓	10/15/2021 04:43PMEST CTO TICKETED	NAME CTO

Figure 4-3: CTO Ticketed Stamp

- Be *diligent*. Don't hesitate to ask for help (e.g., document sitting at CTO Submit well over 24 hours or document stamped **APPROVED**, but not **CTO TICKETED** and you need to depart with 1 to 2 days). Start with your DTA, AO, and local Help Desk first. If needed, elevate to the Travel Assistance Center (TAC). **Note:** Before contacting the TAC, be aware of your local policies on this matter. Some organizations have rules about who is authorized to contact the TAC.

For your actual trip:

- Bring your resources with you; TMC contact information and after hours' support, DTA and Helpdesk contact information, your GTCC, passport (if required), proper identification for carrier and to access your TDY location, and your reservation details (i.e., ticketing receipt/itinerary) in case you need to make changes. **Note:** If you make changes to your reservations be sure to keep all your receipts, and documents for refunds and cancellations.
- Know what to do and who to contact if your trip gets delayed or you must return earlier than planned.
- Do not hesitate to contact the TMC when:
 - An emergency or mission requirement demands short-notice travel (aka, "verbal orders of the Commanding Officer [VOCO])
 - Changes are required while official travel is in progress
 - You need to return any unused paper tickets

4.2 Clerk and NDEA

Clerks and NDEAs can process authorizations on behalf of a traveler. You may start the authorization well advance of travel, but not greater than six months from trip start date and you cannot create a trip greater than 365 days. Begin on the **DTS Dashboard** to access **Traveler Lookup. Search** for the traveler and your screen updates to **Managing Trips for: Traveler Name**. **Note:** If you can't locate the traveler, contact the DTA to verify the traveler is in your group and you have the proper group access.

- Create the authorization, add dates, locations, book reservations, and enter expenses per mission.
- Check the DTS profile (work email, GTCC) and contact the traveler, DTA or APC if GTCC is missing or the card requires activation, and increased limits to support the mission.
- Be sure to **SIGN** the document to start the routing process.
- Ensure the document reflects the **CTO Booked** and **CTO Ticketed** actions as appropriate.
- Ensure the document reflects **APPROVED** within timelines. **Note:** Contact the AO to take action if you notice a lengthy delay in approval.
- Contact the traveler to verify they receive the DTS and TMC emails. **Note:** Remind the traveler to take the reservations/receipt information (TMC contact information) with them.
- Remind the traveler to retain all required receipts and receipts for changes to the reservations.
- Contact the DTA if you need assistance.

Note: Clerks *only* assist with document creation and signing of authorization and voucher creation. A NDEA can create and sign an authorization and create and stamp a voucher (**T-ENTERED**) on behalf of traveler. You can learn more about documents in the [DTS Guide 2: Authorizations](#) and vouchers in the [DTS Guide 3: Vouchers](#).

4.3 Authorizing Official

AOs are responsible for ensuring all travel follows the DoD travel regulations per the [JTR](#). The AO acts as a Certifying Officer for DTS documents and is the individual who controls the mission, authorizes the trip, and allocates funds for TDY travel.

Access **Trips Awaiting Action** (Route and Review) queue to monitor documents and take action at least one time per day or when you know you need to approve travel. When reviewing trips ensure:

- You review documents timely especially short notice travel or documents containing [Lowest Logical Airfare \(LLA\)](#) or restricted fares requiring a quick turnaround. **Note:** Airlines will cancel reservations for documents not approved within their timeline specifications. This could be same day trips or ones containing LLA. Once the reservations cancel, you will not be able to approve those trips in DTS and new orders are required.
- Documents meet travel compliance requirements (e.g., [GSA City Pairs](#), [U.S Government Rental Car Agreement \(Number 4\)](#), [Integrated Lodging Program \(ILP\)](#) selected when required or a valid justification for non-use of [\(ILP\)](#).
- Documents only contain the necessary cost allowable by the *JTR*.
- Supporting records are attached.
- Proper justification for **Pre-Audit** flags and **Reason Codes** to support the mission.

Note: If a document is missing information (e.g., no return flight or rental car, if one is required) or is non-compliant, the best practice is for the AO to return the document to the traveler for correction and re-submission.

4.4 Defense Travel Administrator

DTAs fulfill an essential role as they manage travel for their organization. You have administrative access in the **DTA Maintenance Tool** (e.g., routing list, profiles, etc.), **Report Scheduler**, and document access with **Traveler Lookup** which enables you to actively support travel in DTS. Proactivity can help avoid many travel problems.

Travel documents:

- Request travelers review and update their profile for GTCC, work email, phone numbers necessary for reservation processing, at least annually or when changes apply.
- Work with travelers when they have document and reservation questions (see Chapter 5).
- Work with the TMC regarding reservations.
- Work with the APC or CPM regarding the travelers GTCCs.
- Monitor documents for AO approval and encourage timely document approval.
- Elevate stuck **CTO SUBMIT** (well over 24 hours) problem using [TraX](#), Help Desk ticket (see Section 5.1).

Reports: Run them at least weekly. From the DTS **Dashboard**, select **Administration**, then select **Report Scheduler**. From the **Reports** Homepage, select **Request New Report**. DTS provides a listing of available reports. The below reports should help manage the upcoming travel and identify potential problems (Figure 4-4):

- The **Routing Status** report identifies all documents currently in routing, along with their current status, awaiting status, and the amount of time they have been waiting.
- The **Pending Airline Cancellation** report identifies all documents with flights that are stamped **CTO BOOKED**, but not **APPROVED**. You can limit this search by a number of hours before the trip start time to spot documents for imminent trips.
- The **Depart Status** report identifies all documents for upcoming travel with the current and awaiting status. When the TA number column is blank, then the AO has not approved the document.

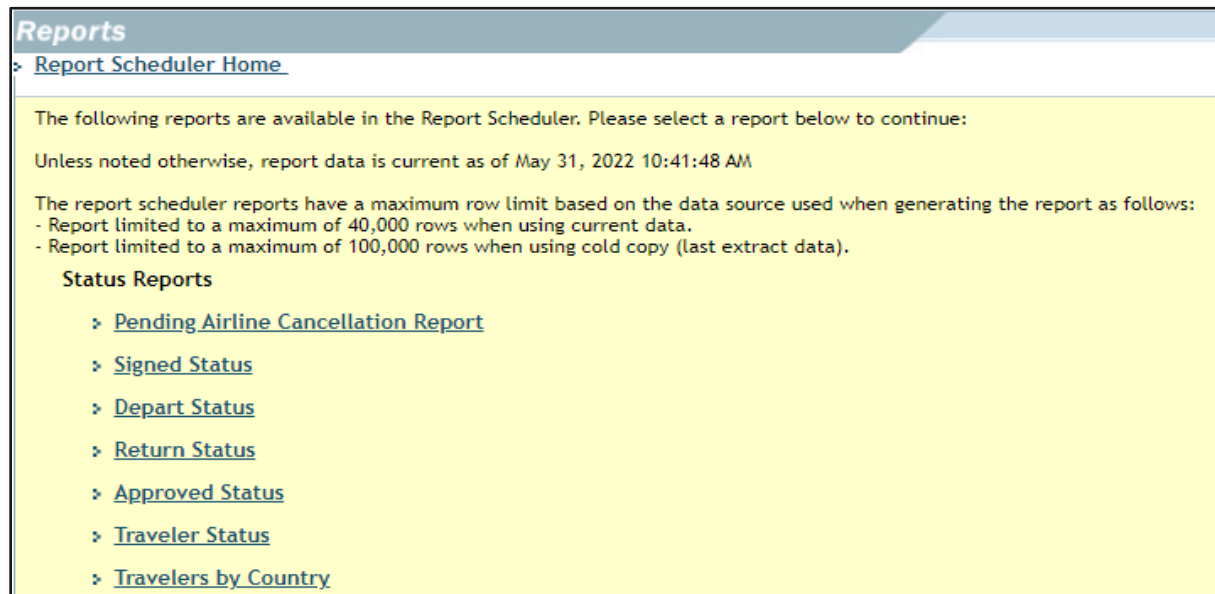


Figure 4-4: Report Scheduler Screen

- When a document is identified, contact the AO to review and if compliant with policy, approve the authorization.
 - If the trip is short notice or contains restricted fares, the airlines will cancel the flight if the approval is not timely.
- Reach out to the TMC, if the AO has approved the document, but the TMC has not ticketed the reservations.
- Reach out to the TAC if the document is stuck and not routing properly.
- If the TMC contacts you because the traveler's GTCC declined, contact your APC/CPM for assistance in determining why the card declined.

Note: DTAs can learn more about DTS Reports in the [DTA Manual, Chapter 10](#).

Chapter 5: Travel Circumstances, Problems and Solutions

Sometimes things don't quite go as planned or you incur new situations, which may require research or elevation to resolve, these conditions can include:

- Document Stuck at CTO SUBMIT
- Seats Not Available
- Passenger Name Record (PNR)
- Duplicate Bookings
- Lodging Cancellations
- Over-Claiming Reimbursement for Reservations
- Churning
- Reservation Auto-Cancellation
- Restricted Fares

Let's take a more thorough look at some of common situations and what you can do to avoid them or fix them as quickly as possible.

5.1 Document Stuck at CTO Submit

A document properly routing should change status from **CTO SUBMIT** to **CTO BOOKED** in about 24 hours or one business day. If the document status remains at **CTO SUBMIT** for more than 24 hours, then you can consider the document "stuck" and should seek assistance. **Note:** Some documents may contain more than one PNR. Different carriers may have specific processing rules and don't combine their reservation information with other carriers. For example, you have one segment of the trip booked with Southwest and another part booked with Delta, then you will have 2 PNRs for this trip. If this is the case, the TMC must queue back both PNRs for the DTS document to update.

There are many reasons a document may remain at **CTO SUBMIT**. Some are due TMC issues and others are a result of DTS problems. Either way, contacting the TAC should provide insight to the problem, as the TAC has access to DTS and the TMC system.

Travelers should NOT call the TAC about a **CTO SUBMIT** status until at least 24 hours have passed. You need to allow the TMC ample time to process the PNR. For example, if you sign a trip with reservations on Friday, then it is not considered stuck until COB Monday.

5.2 Seats Not Available

Occasionally DTS displays a seat map with no selectable seats. One contributing factor to this situation is the fact that most airlines offer seat selection on a "first come, first served" basis and demand is high. If you don't see an available seat, you don't need to be overly concerned. If the flight appears in DTS for you to select, then at least one seat is available. Every airline restricts a certain number of seats from pre-flight selection.

Some common pre-flight selection restrictions are:

- Emergency row seats
- Seats reserved for frequent flyers

- Seats reserved for people who purchase tickets at the airport

The combination of pre-flight seat restrictions and high traveler demand can make pre-flight seat assignments difficult to obtain. However, the airline can confirm a flight reservation even without a specific seat assignment.

In order to increase your odds of getting your seat of choice, try to:

- Book as early as possible – booking early increases your chances of getting a reserved seat.
- Use the DTS seat selector, if available, to find an available seat then call the airline to reserve it. Be advised – the airline may charge a fee for this service; that fee is not reimbursable.
- Join the airline’s frequent flyer program. Doing so will allow you to take advantage of seats reserved for that class of traveler.
- Take advantage of early online check-in. You can usually select a seat when you check in.
- Check in early at the airport early on travel day – arriving early increases your odds of getting the seat of your choice.

Note: Please be aware that selecting your seat number is not a guarantee, as the airlines controls the seats, and it is subject to change.

5.3 Duplicate Bookings

Never make duplicate air bookings. Airlines do not allow travelers to hold multiple reservations to the same destination on the same day. Sometimes travelers re-book flights hoping to get a better price or book flights on multiple routes as a backup in case of flight cancellation. To some, such actions may seem like prudent planning, but to the airlines, the traveler is tying up a seat they can’t use and the airlines can’t sell.

Restrictions against duplicate bookings apply even if you make the reservations in different travel classes or by different methods, such as booking online then calling the TMC or the airline. The restriction even applies if the bookings are on different flights.

Duplicate bookings waste time and money. When you make duplicate bookings, the airline will:

- Cancel all your reservations. You must re-book the cancelled reservations – and you may find that your preferred flights are no longer available.
- Fine the TMC. In most cases, the TMC will pass responsibility for paying the fine to the DoD Component that made the duplicate booking.

Of course, duplicate booking is not strictly an airline issue. Other travel and transportation (bus, rail, hotel) vendors have similar rules:

- Many transportation vendors charge for all booked tickets, whether you actually use the seat or not.
- Most lodging providers charge a “no show” fee for the first night of the duplicate booking before cancelling any remaining nights.

Remember that DTS is a “book as you go” system, meaning that a reservation is held as soon as you select it. It is booked before you sign the authorization or the AO approves it, though DTS will cancel those reservations if you don’t sign the trip or the AO doesn’t approve the document in time (see Section 5.6 for more information on the DTS auto-cancellation process). In other words, creating duplicate authorizations may well lead to duplicate reservations as well. Unless the TAC instructs you to do so, never create duplicate authorizations in DTS:

- Never use DTS to as a practice or estimation tool; only use the system to create *real* travel documents. Use practice tools, such as the **Enterprise Web Training System (EWTS)***, or trip estimation tools, like the **Trip Tools** module in TraX, for training/estimation purposes.
- If you need to replace one reservation with another, do so in DTS whenever possible. Just make sure you remove the reservation you don't need first before adding the new one. If you need to replace the entire authorization for any reason, cancel all reservations on the old authorization before creating the new document.

* EWTS is a robust DTS simulator that provides DTS training in a threat-free environment. You can use EWTS without making any real reservations. For more information on how to access and use EWTS, attend the distance learning class, *D205, EWTS Setup and Application*.

To prevent duplicate bookings in a single authorization:

- Never ask the TMC to make reservations that already exist in DTS. If you call the TMC to replace reservations made in DTS, let the TMC know about them, so they do not make duplicate reservations by accident.
- Of course, the reverse is also true: never book reservations in DTS if you already have arrangements outside DTS (e.g., through the TMC or calling a provider directly).
- When creating a new DTS authorization, on any reservation screen in the **Reservations** module (Figure 5-1), select **Skip this <type> booking** in the upper right corner.

The screenshot shows a web interface for flight reservations. At the top, there are two links: 'Trip Summary' on the left and 'Skip this flight booking' on the right. The main heading is 'Flight Step 1 of 3: Select a Flight'. Below this, there are three input fields: 'DEPARTING FROM' with the value 'DCA - Washington Rona', 'ARRIVING AT' with the value 'ATL - ATLANTA, GA (...)', and 'DEPARTING ON' with the value '07/06/2020' and a time dropdown set to 'Morning'. There are also two checkboxes labeled 'Include nearby airports' and a blue 'Q Search' button.

Figure 5-1: Sample Reservation Screen in the Reservations Module

For more information about documents, take the DTS (Basic) - DTS Travel Documents (DTS 101) WBT (web-based training) available through [TraX](#) or see the [DTS Guide 2: Authorizations](#).

5.4 PNR Concerns

As outlined in Section 2.1, the PNR or the **DTS/TMC Confirmation ID** appears in the **Trip Details** in the document. If you have questions, first try the Lead DTA and if confirmed there is a problem elevate to the TAC. For PNR questions which can't be resolved through the TAC, the next step is to contact the TMC. Remember to provide the PNR to the TMC and if your document has more than one PNR, provide it the TMC as well. **Note:** You may incur a higher fee by contacting the TMC directly. Here are some valid reasons TMC intervention is necessary.

- Fixing issues with the fares
 - Storing a Valid Airfare
 - Storing a Manual Airfare

- Fixing an Unconfirmed Segment
- Removing an Airline Ticketing Accounting (PAC) line
- Working a Request for Assistance
- Issuing tickets early
- Making or changing existing reservations while on travel
- Making, changing, canceling Southwest Flights
- Refunding a ticket

5.5 Over-claiming Reimbursement for Reservations

When you make reservations in DTS, the system automatically incorporates them into the travel cost estimate, so you don't need to manually enter the reservation data under **Expenses**. When you create the voucher, DTS automatically copies the cost into the document and you can update the information based upon actual costs. If your reservations are in DTS and you manually enter the same reservation under **Expenses**, then have duplicate entry. Doing so will result in duplicate payments and will probably leave you owing money to the Government.

If you must enter reservation information manually, here is how to claim the costs for reservations purchased outside DTS as follows:

- Enter air, bus, rail, and rental car costs in the **Expenses** module. Access it by selecting **Expenses** from the **Progress Bar**. On the **Enter Expenses** screen, select **Add** (Figure 5-3, Indicator 1). The **Add New** window opens (Figure 5-2).

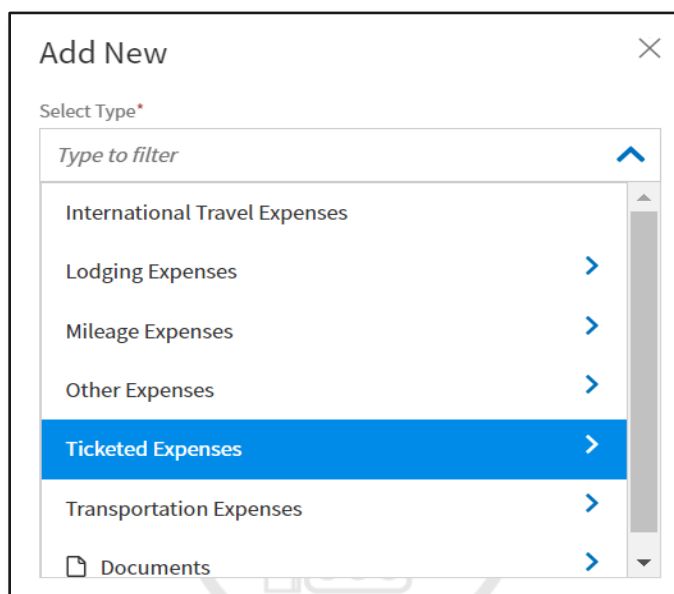


Figure 5-2: Add New Screen

- On the Add New screen:
 - Choose **Ticketed Expenses** to claim an **Airline Ticket**, **Bus Ticket**, or **Train Ticket**. Enter the mandatory fields as displayed on the screen. Select **Add** to save the entry (Figure 5-3, Indicator 2). The information appears under **Enter Expenses**.

- Choose **Transportation Expenses** to claim a **Rental Car**. **Note:** There are three rental car expense types from which you can choose: **-Terminal**, **-To/From TDY**, or **-at TDY Area**. Enter the mandatory fields as displayed on the screen. Select **Add** to save the entry. The information appears under **Enter Expenses**.

The screenshot shows the 'Enter Expenses' interface. At the top, there is a 'Sort By' dropdown set to 'Date (Newest)', an 'Expand All' button, and a red 'Add' button (callout 1). Below this is a list of expense entries. The first entry is 'Baggage - 1st Checked Bag' for \$25.00 (IBA). The second entry, 'Private Auto - To/From Terminal' for \$23.00 (EFT), is highlighted with a red box (callout 2). The third entry, 'Lodging (Dobbins Arb, GA)' for \$436.00 (IBA), is also highlighted with a red box (callout 3). The fourth entry, 'Airline Ticket (IBA)' for \$150.00 (IBA), is highlighted with a red box. Below this is 'Delta Air Lines (Flight 2049 - DCA to ATL)' for \$138.47 (IBA), followed by another 'Baggage - 1st Checked Bag' for \$25.00 (IBA), and finally another 'Private Auto - To/From Terminal' for \$23.00 (EFT).

Figure 5-3: Enter Expenses Screen

- Enter a lodging cost in the **Per Diem** module (Figure 5-4). Access **Per Diem** from the **Progress Bar** or select **Lodging** expense to use options (3-dots icon) for quick access to **Edit Per Diem** (Figure 5-2, Indicator 3). Once on the **Review Per Diem Amounts** screen, select **Adjust Per Diem Amounts** to make changes (Figure 5-4). You can make changes to single days using options (3-dots icon) to choose **Edit** (Figure 5-4). Remember to manually adjust **Per Diem**, if you will make or already made reservations through some means besides DTS. After making changes be sure to save the information.

Review Per Diem Amounts

[Reset all adjustments](#)

Adjust Per Diem Amounts

Click "Adjust Per Diem Amounts" to make adjustments based on your travel orders or duty conditions. See the [GSA State Tax Exempt List](#) to find out if your lodging costs are exempt from state sales tax.

☐ Group similar days
 [Expand all](#)
[Collapse all](#)

TDY: DOBBINS ARB, GA (5 days)

DATE	LODGING COST	LODGING ALLOWED	M&IE ALLOWED
> 07/06/2020 First Day	\$109.00	\$109.00	\$45.75
> 07/07/2020	\$109.00	\$109.00	\$61.00
> 07/08/2020	\$109.00	\$109.00	\$61.00
> 07/09/2020	\$109.00	\$109.00	\$61.00
> 07/10/2020 Last Day	\$0.00	\$0.00	\$45.75

PER DIEM SUMMARY

Total Lodging Cost	Total Lodging Allowed	Total M&IE Allowed
\$436.00	\$436.00	\$274.50

[< Back](#)
[Continue >](#)

Figure 5-4: DTS Per Diem Module – Update Lodging Costs

For more information on updating the Per Diem table in a document, access [TraX](#) and take WBT class such as DTS (Basics) – About DTS or DTS (Basics) – DTS Travel Documents (DTS 101) or review the [DTS Guide 2: Authorizations](#) available on the DTMO website.

5.6 Churning

“Churning” – that is, repeatedly creating and canceling reservations – is another practice that costs DoD money. Like duplicate bookings, the airline industry prohibits churning because it ties up seat inventory. As with duplicate bookings, the airline can fine the TMC that allows churning to occur. In most cases, the TMC passes responsibility for payment to the DoD component that is churning the inventory.

See Section 5.3 for more information on two more situations that lead to churning:

- Using DTS to research flight costs or travel schedules
- Creating authorizations in DTS for practice

To avoid the situation, know your travel schedule before starting the authorization, select the required reservations one time, and sign your trip timely to avoid auto-cancellation rules.

5.7 Reservation Auto Cancellation

Under the **GSA City Pair Program** contract, the airlines instituted the auto-cancel policy to avoid seats being held and not used. To support the requirement, DTS informs the traveler or document creator of the cancellation rules and what will happen if appropriate action does not occur within a specified time frame.

To prevent prospective DoD travelers from holding reservations that they aren't going to use, reservations are automatically cancelled when certain criteria aren't met.

- When you exit the DTS **Reservations** module, DTS posts a warning that the system will cancel all changes to flight, hotel, and rental car reservations if you do not stamp the authorization **SIGNED** within 24 hours (Figure 5-5).

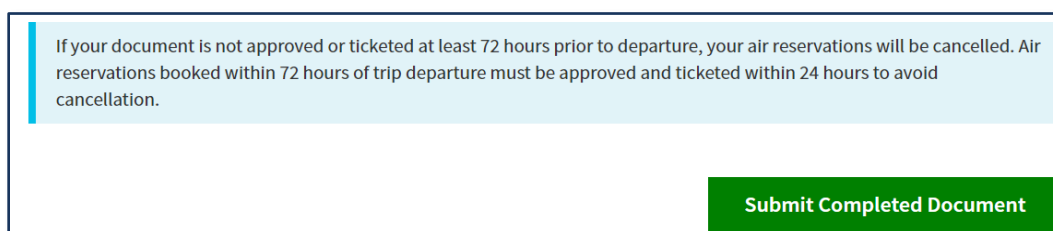


Figure 5-5: Cancellation Warning Message

If your reservations cancel, then you will need to re-create all the cancelled reservations in a new document. This is called “churning,” a poor business practice that is covered in Section 5.5. To prevent the system cancelling reservations, all you need to do is simply sign the authorization within 24 hours.

- If a trip remains un-ticketed 72 hours* before the scheduled departure time, the airline may cancel all flight reservations in order to sell them to someone who is able to travel. Most such cancellations occur because the AO did not stamp the authorization **APPROVED** or because the document is stuck at **CTO SUBMIT** (see Section 5.2 for more on stuck at **CTO SUBMIT** and Section 2.2 for how to check whether the TMC has ticketed the flight).

After signing your document, regularly checking the status for progress and the AO approving the trip timely can minimize the risk of reservations being cancelled by the airlines.

*Applies to reservations made more than 72 hours before departure time. Each airline sets its own policy for cancellation timing of reservations made less than 72 hours before departure time. See the information paper on the [72-Hour Air Reservation Auto Cancellation](#).

For more information on the **GSA City Pair Program**, see the [GSA](#) website.

5.8 Lodging Cancellations

DTS provides the vendor details such as address, contact information, hotel website, and their policy for cancelling a reservation to name a few. You can use the **Details** drop-down for more information about a particular hotel prior to booking in DTS. The **Policy** subtab lists information about the property, including the **Cancellation Policy** (Figure 5-6).

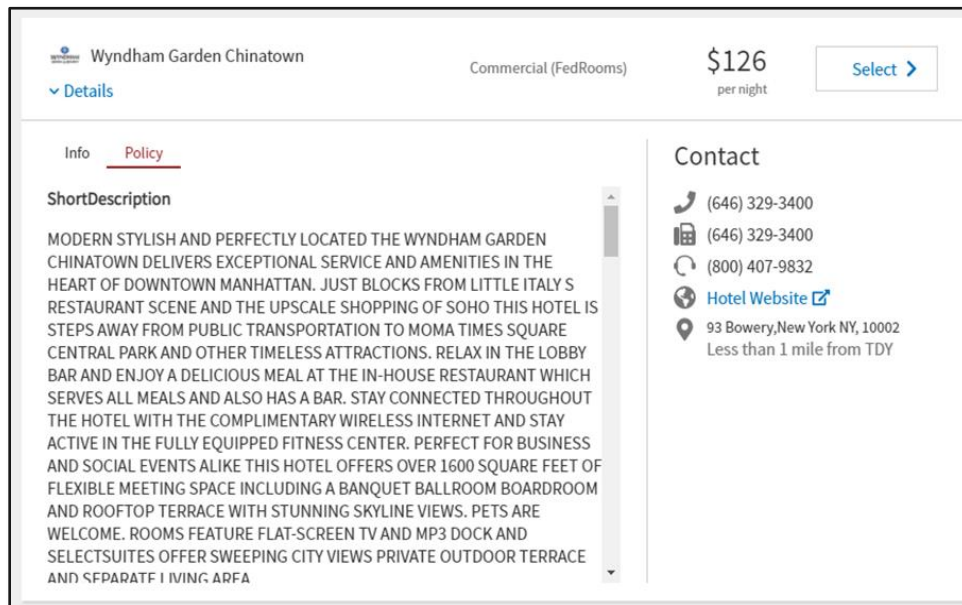


Figure 5-6: Hotel Policy Screen

- Some lodging cancellation policies refer to the **Rate Rules**.
 - Navigate to the rate page (by hitting the “Select” button) and then selecting “Room Details” (Figure 5-7).

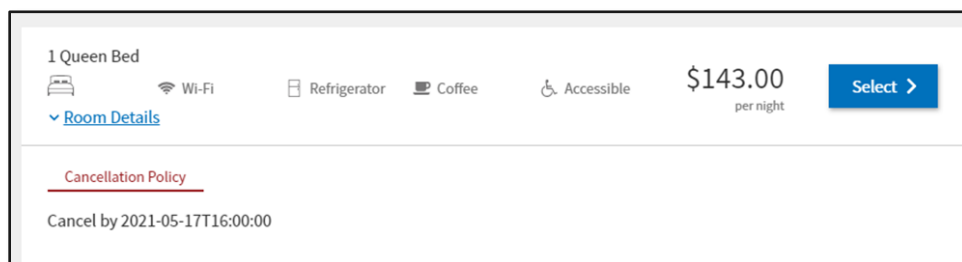


Figure 5-7: Room Details Option

- If the **Cancellation Policy** is still vague or unclear, suggest reaching out to the property prior to booking the hotel and have the vendor clarify their cancellation penalties or requirements.
- Unless mission requires, you can opt to select and book a different hotel.
- Even with the best planning, sometimes you have to cancel your hotel. Check the status of your document. If within 24 to 48 hours of departure and you need to cancel the lodging reservation, then hotel cancellation rules can apply.
 - Contact the hotel to verify if a cancellation or no-show fee (short notice cancellation) is applicable.
 - Obtain the hotel receipt for the expense.
 - Navigate to the DTS **Reservations** module and select the link to cancel the hotel. A **Confirm Cancellation** message appears. Select **Yes, Cancel Reservation**. **Note:** Do not remove the unsigned authorization if the hotel imposes a fee.

- Enter the fee manually under **Expenses**. The fee is reimbursable, but only if you show that you took all reasonable actions to avoid it.
- Ensure that a hotel cancellation number appears in the **Lodging Cancellation History** section of the **Review Reservation Selections** screen (Figure 5-8).

Lodging Cancellation History					
Cancellation Date	Type	Lodging Name	Check-In Date	Check-Out Date	Cancellation Number
04/26/2021	Fire and Safety Compliant	Best Western Starke	05/17/2021	05/21/2021	CANCELLED
<div>Close</div>					

Figure 5-8: Lodging Cancellation Number

- If the authorization is unsigned, then you should sign the trip and AO approve the document, so you can voucher.
- If the authorization is already signed, adjust the document, sign the trip and AO approve the document, so you can voucher.
- Create the voucher include only incurred expenses (hotel fee), attaching the supporting document, sign the voucher and monitor for AO approval and reimbursement of incurred expense.

For more about cancelling documents with or without expenses see the information paper, [Trip Cancellation Procedures in DTS](#).

5.9 Use of Restricted Airfares

Using restricted airfares isn't actually a problem per se. It is airfare that may not be fully refundable, may have advance purchase and ticketing requirements, or may have penalties for changes and cancellations. The rules and requirements vary by airline. If you are considering using a restricted airfare you should carefully check the fare rules before making the reservation. It is an allowed alternative under certain conditions, but you must adhere to the rules.

Per the [JTR](#), to correctly take advantage of such airfares:

- The traveler must book the fare through the TMC (via DTS). The traveler must not use alternate methods such as booking directly through the airline or by using any of the myriad online booking services.
- If a City Pair flight is available, the AO must fill out and retain the "[Restricted Airfares Checklist](#)." Locate the document on the DTMO website under *Joint Travel Regulations, Supplements, General* section, https://www.travel.dod.mil/Portals/119/Documents/JTR/Supplements/Restricted_Airfares_Checklist.pdf. Using the checklist ensures the AO considers the ramifications of allowing the use of the restricted airfare. Some of those ramifications are potential:
 - Flight change or cancellation fees should the mission change
 - Ticket transfer fees should the traveler change
 - Minimum stay requirements or blackout dates

- Advance purchase requirements or short notice travel restrictions
- Reservation cancellations if trips aren't approved or if tickets aren't purchased or used per arbitrary timeliness requirements
- Negative impact on the DoD's ability to negotiate lower fares based on high travel volume

It is important to point out:

- Restricted airfares can't be applied in a blanket manner, but on an individual basis can be considered.
- For **City Pair Program** routes, if the contract carrier offers a lower fare, the traveler must use that airline's restricted fare before selecting another airline's restricted economy or coach airfare.
- If the AO approves a restricted airfare, the funding Command, not the traveler, accepts total financial responsibility for the restricted airline ticket if the trip is changed or canceled for any official reason.
- For restricted airfares AO should consider applicable charges and fees that may be incurred, when determining if the savings is worth the risk that the trip will change.

The [JTR](#) directs travelers to use Government contract (aka, "City Pair") fares, when they are available. To make it easier to follow that directive, DTS only offers restricted airfares in non-City Pair markets. DTS allows travelers to select restricted airfares* in the **Reservations** module, if all the following conditions are true:

- The trip includes only a single TDY location.
- The overall trip is not a City Pair market.
- The traveler has a Government Travel Charge Card (GTCC) or the traveler's unit has a traditionally reconciled (i.e., outside DTS) Centrally Billed Account (CBA).

***Note:** You may also see the term "lowest logical airfare (LLA)". This term describes the process DTS uses to search for and display available lower fare flights.

When DTS displays restricted flights, the system highlights them in several ways:

- A large yellow box marked "*Restrictions Apply*" (Figure 5-9) identifies the fare as restricted, and lets you know whether the fare is refundable.
- Select the ? icon in the yellow box to display a general warning (Figure 5-10) about selecting restricted airfares.
- Select **Fare Rules** (Figure 5-11) to display the specific rules for the chosen flight. The fare rules (Figure 3) outline whether the fare is refundable or changeable, and if so, under what circumstances, the penalty- for changing or canceling the flight after ticketing, and much more.

Flight Step 1 of 3:

Select a Flight

PHF - NEWPORT NEWS, VA (USA)

PHF - NEWPORT NEWS,

☐ Include nearby airports

ARRIVING AT

SAT - San Antonio In...

☐ Include nearby airports

DEPARTING ON

08/31/2020

Afternoon

Q Search

NOTE: Before selecting a flight, be advised there may be lower cost government fares available in the Alternative Options section further down the list of available flights.

PHF to SAT

Sort by

Cost (Lowest)

>

AA

American Airlines

PHF

12:45 PM

1 Stop

SAT

5:56 PM

TOTAL DURATION

6h 11m

Nonrefundable - Restrictions Apply

[Fare Rules](#)

TOTAL COST

\$192.10

includes taxes and fees

Select Flight

Figure 5-9: Restricted (Nonrefundable) Airfare Display

NOTE: Before selecting a flight, be advised there may be lower cost government fares available in the Alternative Options section further down the list of available flights.

PHF to SAT

Sort by

Cost (Lowest)

>

AA

American Airlines

PHF

12:45 PM

1 Stop

SAT

5:56 PM

TOTAL DURATION

6h 11m

Nonrefundable - Restrictions Apply

[Fare Rules](#)

TOTAL COST

\$192.10

includes taxes and fees

Select Flight

This flight is nonrefundable and restrictions apply. Your organization may incur costs in the event of a cancellation. See Fare Rules for details.

Figure 5-10: Restricted (? Icon) General Warning Message

Fare Rules

ONE OR MORE OF THE FOLLOWING ANY AA FLIGHT.

RESERVATIONS FOR ALL SECTORS ARE REQUIRED AT LEAST 21 DAYS BEFORE DEPARTURE OF EACH TRIP. WAITLIST NOT PERMITTED. TICKETING FOR DEPARTURE OF EACH TRIP MUST BE COMPLETED BY MIDNIGHT 1 DAY AFTER RESERVATIONS ARE MADE OR AT LEAST 21 DAYS BEFORE DEPARTURE WHICHEVER IS EARLIER.

IF TRAVEL COMMENCES ON/AFTER 04MAY 20 AND ON/BEFORE 06JUL 20
NO STOPOVERS PERMITTED.
NO STOPOVER OCCURS IF PASSENGER TAKES NEXT AVAILABLE FLIGHT WITHIN 18 HOURS.

2 TRANSFERS PERMITTED IN EACH DIRECTION
FARE BREAK SURFACE SECTORS NOT PERMITTED AND EMBEDDED SURFACE SECTORS PERMITTED ON THE FARE COMPONENT.

NOTE -

Close

Figure 5-11: Fare Rules Screen

If you select the restricted airfare, DTS provides you a message informing you of your selection and considerations when choosing this flight, provides an opportunity to **Cancel** or **Confirm Selection**. Just before

booking the flight, DTS cautions you once again that the flight is restricted and tells you if the selection is refundable or nonrefundable. **Note:** Once a restricted fare is selected in DTS, it CANNOT be cancelled or changed within the DTS **Reservations** module.

For documents containing LLA or restricted fares, you must notify your AO for short notice approval. The airlines will cancel flights which do not meet the ticketing requirements. If the ticketing time limit expires before the AO approves the authorization, DTS prevents approval and requires the AO to use the **RETURN FARE EXPIRED** stamp to return the document. DTS also emails you, as well as all applicable NDEAs, AOs, and Routing Officials (ROs), when the ticketing time limit expires. After that time passes, you may not try to re-book another flight in the same authorization. Instead, you must cancel your original authorization and create a new document.

For more on this topic and additional document requirements, see the information paper [Restricted Airfares in DTS](#).

Chapter 6: Support Resources

Sometimes even if you implement preventive measures, use best practices and apply troubleshooting techniques, there may be situations you can't resolve. Should problems arise, there are a number of resources to help.

- Reach out to the DTA, AO, experienced travelers, and local help desk for document questions.
- Contact your local IT for network problems.
- Search the [Training Search Tool](#) available on the DTMO website.
- Take a web-based training (WBT) class available in [TraX](#).
- Search the FAQs in the **Knowledge Center** in [Travel Explorer \(TraX\)](#) for documents, references and "how to" questions.
- Submit a TraX Help Desk ticket for TAC assistance, for DTS problems. You can also reach the TAC by:
 - **Phone:** 1-888-Help1Go (888-435-7146)
 - **DSN line** (if calling from overseas): 1-888-Help1Go
 - **TAC Callback:** Available 0800 to 1500 ET
 - **Live Chat:** DTS Login/Profile, TraX, and CTO Submit/Reservation question
- Contact the TMC for PNR problems.
- View the DTS **Message Center**. DTS **Dashboard** provides inclusive alerts, system notices, and relevant travel news for the DoD global community. Specific and specialized Component alerts may display under the DTS Message Center on a limited basis when an emergency or impactful event warrants extensive communication to the Component's organizations.
- Contact your Component Representative for local policies and issues specific to your site.

In addition:

- Contact the Quality Assurance Evaluator (QAE) or Contracting Officer Technical Representative (COTR) if your site communications liaison between the Government and a private contractor, such as the TMC. If you need to verify some aspect of your TMC contract or need someone to intervene directly with the TMC, the QAE/COTR is the one to do it. **Note:** Contact your local chain of command, if you need to solicit their assistance.

Appendix A: Acronyms

AO	Authorizing Official
APC	Agency Program Coordinator
CBA	Centrally Billed Account
COTR	Contracting Officer Technical Representative
CPM	Component Program Manager
CPP	City Pair Program
CTO	Commercial Travel Office (term now only used in DTS); see also TMC
DoD	Department of Defense
DTA	Defense Travel Administrator
DTMO	Defense Travel Management Office
DTS	Defense Travel System
EWTS	Enterprise Web Training System
GDS	Global Distribution System
GTCC	Government Travel Charge Card
NDEA	Non-DTS Entry Agent
LLA	Lowest Logical Airfare
ILP	Integrated Lodging Program
MOR	Method of Reimbursement
PNR	Passenger Name Record
QAE	Quality Assurance Evaluator
TAC	Travel Assistance Center
TAW	Tickets Are Waiting
TMC	Travel Management Company (formerly known as the CTO)
TraX	Travel Explorer
VOCO	Verbal Orders of the Commanding Officer
WBT	Web-based Training